

IFLA Standing Committee on Reference Work Newsletter

Summer 2003
Volume 2, Issue 1

Inside this Issue

- 1 Note from the Chair
Annsofie Oscarsson
- 2 Agendas for Reference
Work Section Meetings in
Berlin
- 2 Open Session:
Reprofessionalisation of
Reference Work
- 2 Minutes of Glasgow
Committee Meetings
- 4 IFLA Reference Work
Section Project Proposal:
Best Practices for Digital
Reference
- 4 2003 Standing Committee
Appointees
- 5 Serial Publications &
Reference Work
Workshop
- 5 Draft of Digital Reference
Service Guidelines
Summary
- 6 Reference Work Section
Annual Report
2001-2002
- 6 Reference Work
Workshop: Hot Issues
- 7 Reference Work Section
Schedule for Berlin 2003

Note from the Chair



Annsofie Oscarsson,, Interim Chair

Dear colleagues,
We are pleased to welcome the second issue of the newsletter of this section. We are also pleased to recognize the great interest in reference issues, which have moved us towards establishing a regular section. The Interim Standing Committee took part in the regular nominations this year and the number of received nominations was 21. The number of members of the Reference Work Section was 48 by March 2003. In this issue you will find the Minutes from the Glasgow SC-meetings, the revised Strategic Plan for our section as well as the Annual Report 2002. We have also included the list of current members.

The theme for the Berlin World Library and Information Congress: 69th IFLA General Conference and Council is: "Access Point Library:

Media-Information-Culture." Our section will host two programs, an open session and a workshop, both of which will address the changes in the profession of reference librarians as well as rapid changes in the reference environment. In particular, the workshop will focus on hot topics in Reference. In addition, we are co-sponsoring a program on electronic journals together with the Serial Publications Section.

Our section has carried out a small project on Best Practices in Digital Reference and a brief description will be included in this newsletter.

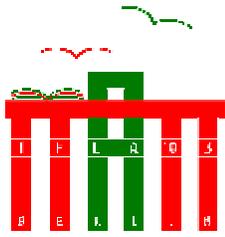
For further information on Reference Work Section, please visit our web page at:

<http://www.ifla.org/VII/s36/rw.htm>

On our web page you will also find updates on our activities. We encourage you to let us know any comments or ideas on topics and issues that may be of interest to reference librarians. Your co-operation is important for our planning of activities. By working together we can establish a "reference community" that embraces all kinds of aspects in Reference, which is one of the aims of this section.

We are looking forward to seeing many of you in Berlin!

Annsofie



Agendas for Reference Work SC Meetings in Berlin

Standing Committee I Saturday 2 August 8:30-11:20

1. Introductions
2. Approval of agenda
3. Approval of minutes of SC meetings in Glasgow 2002
4. Chair's report (Annsofie Oscarsson)
5. Elections of officers
6. Report from the Coordinating Board (Martin Kesselman)
7. Financial report (Martin Kesselman)
8. Report from the Information Coordinator (Cathy Wojewodzki)
9. Report on Digital Reference Service Guidelines (Diane Kresh, Project Coordinator)
10. Strategic Plan 2003-2005
11. Proposals for new projects
12. Organization of SC-work between conferences
13. Matters concerning Berlin conference
 - Open Session
 - Workshop
 - Co-sponsored program on Management on Electronic Journals
 - IFLA-booth schedule
14. Discussion - Green Light Task Force (paper will be distributed prior to the conference)
15. Planning for Buenos Aires
16. Other business

Open Session

Reprofessionalisation of Reference Work: Interaction in the Physical and the Virtual Library

**Tuesday, August 5
4:00 p.m. – 6:00 p.m.**

- Digital Reference in Germany – an overview and experiences on the need for qualifications. Professor Dr. Hermann Rösch (Fachhochschule Köln - Fachbereich Informationswissenschaft, Köln, Germany)
- Working from my desktop: issues in delivering information and services to University of Melbourne postgraduates based in country campuses and hospitals. Sabina Robertson (School of Graduate Studies - University of Melbourne, Melbourne – Australia)
- Co-operation across cultures in public and scientific libraries: Cooperation in Net Librarian / BiblioteksVagten: A Danish "Ask The Librarian" – Service. Vera Daugaard. (Herning County Library, Herning – Denmark)
- The state of virtual reference. Anne Grodzins Lipow. (Library Solutions Institute and Press, Berkeley, California – USA)

Standing Committee II Friday 8 August 10:15 – 12:15

1. Reports on Berlin conference
 - Open Session
 - Workshop
 - Co-sponsored program on Management on Electronic Journals
 - IFLA-booth
2. Final planning for Buenos Aires
3. Pre-conference Oslo 2005 (Gunilla Häkli)
4. Advance planning for Oslo 2005
5. Other business

Minutes: IFLA Reference Work Section August 2002 Glasgow, Scotland

Interim Standing Committee Meeting I

Introductions and Regrets Agenda approved

Chair's report (Annsofie Oscarsson) – There are 18 committee members and one corresponding member. Vacancies for the 2001-2007 committee will be filled from nominations made October 2002 - February 2003. With regard to institutional/

organization members, we have 33 members and 8 clearinghouses.

We need a liaison to one of the sections in Division 8. (Franceen Gaudet will attend the African Section). Tuesday, we are responsible for staffing the IFLA booth from noon to 1 p.m.

CB 1 Report (Martin Kesselman) - \$367 left from Division 5 administrative funds. Conference attendance is expected to be over 4000, including attendees from 117 countries and 35 mobile libraries. IFLA Express will be printed in all 5 IFLA official languages. All sections were asked to please review and update their action plans. Berlin open sessions will be limited to 2 hours each. Kay Roseroka is having a discussion on the digital divide on Wednesday afternoon for input on her presidential priorities. The remaining round tables are transitioning to sections and will be electing interim officers.

Financial Report (Martin Kesselman) - A request was made to continue project funds for a new project on developing best practices for digital reference. A statement on the Section's new project is appended at the end of these minutes.

Information Coordinator's Report (Cathy Wojewodzki) - Cathy was congratulated for her work and the beauty of the newsletter. Info on the section's discussion list should be included in the newsletter.

Strategic Plan Review - Goals and Actions were revised as follows:

- Action 1.1 should now read: Review best practices on how libraries around the world achieve a user-centered reference service.
- Action 2.1 should now read: Review the state of the art of reference organizations and

staffing in countries around the world.

- Add professional priority under 3: i. Promote the value of libraries.
- Add Action 3.1: Review the impact of privacy such as maintaining user records, and copyright laws, the ethics of commercial services, and licensing agreements.
- Change and Move Action 5.1 as action 4.1.
- Change Goal 5 to: Reference resources in a digital world.
- Add Action 5.1 -- Investigate how libraries can have an impact on the tools and their cost and lobby other IFLA groups to be involved in this area.
- Add Action 6.1 -- Conduct workshops on important and timely topics.
- Add Action 6.2-- Translate the informational brochure into German, French and Spanish.

Guidelines and Standards of Digital Reference Project - Vera Fullerton's report on the project was discussed. Annsofie related her discussions with Sjoerd Koopman from IFLA HQ. Evidently UNESCO was interested in working with our section to develop digital reference guidelines that could be tried in modern developing countries such as Thailand and Brazil. These guidelines would include best practices, mentoring and training, and, perhaps the creation of a toolkit for virtual reference services. Working with IFLA Division 8 on this project was suggested. All section members expressed interest in working on this project.

Report on the Glasgow Open Session and Workshop - over 60 proposals were received for papers at the open session. Anne Lipow told of her difficulties with requiring pre-registration for the workshop.

Interim Standing Committee Meeting II

Agenda –added Project on Digital Guidelines and Discussion on the need for a mid-year meeting.

Reports on the Glasgow conference – At our open session there were problems with the French translations. We might do better with fewer speakers, i.e. 3 speakers and a reactor panel. Which is better -- a call for papers vs. selecting good speakers? The workshop was excellent, everything fell into place with the registration and there was truly global representation.

Report from the African Section of Division 8 (F) – This section is interested in the development of library associations in Africa, the development of curricular materials using information technology, the development of a manual on preventive maintenance technology, the effective use of Internet resources, freedom of information and expression, and preservation.

Planning for Berlin – The group discussed whether it should co-sponsor an open session or have two coordinated sessions jointly with the new information literacy section (previously the User Education RT). It was decided to hold our own separate open session. The topic proposed was Re-professionalisation of Reference Work: Interaction in the Physical and the Virtual Library. Anne, Josje and Bodil volunteered to coordinate the session. Marty, Susanna and Valentina volunteered to coordinate a workshop. The workshop may pursue some hot topics in reference work via a poster session / discussion format. The deadline for open session proposal is March 15.

Planning for Buenos Aires -- topics suggested included (1) guidelines for virtual reference (results of our project), and (2) design of new reference spaces that take into account virtual reference.

Project -- We decided to continue our small project on Digital Reference Guidelines and the development of a set of best practices, using the monies that had been allocated for the project last year, but unused. Annsophie and Amanda talked to Abid at the workshop regarding UNESCO funding and involvement. It seems that UNESCO had already struck a deal with Robert Gordon University Library School headed by Ian Johnson. Marty agreed to follow-up with Ian Johnson and look for ways we might collaborate. Section members that will work on our project this year include: Diane, Anne, and Vera, and will also include Franceen as an additional member of the project team, although she is not currently a member of the section. This years project funds for developing best practices will work to coordinate with the efforts of UNESCO and Robert Gordon University.

Mid Year Meeting -- We decided one is not needed.

Newsletter -- We will strive for one newsletter to be published in the spring.



Secretary Marty Kesselman

IFLA Reference Work Section Project Proposal Best Practices for Digital Reference

A subgroup of the Reference Work Section, headed by Diane Kresh of the Library of Congress, will develop a publication of best practices for digital reference. This project stems from the section's work looking at existing guidelines prepared by various other library associations and groups related to digital reference services. Based on these guidelines, research of best practices from individual and library collaborations for digital reference, and existing training materials; they will create IFLA guidelines that will be useful for libraries beginning or evaluating a digital reference service.

Digital reference services are still in their infancy and changing due to changes in technology, so that best practices instead of standards are appropriate. In discussions that Sjoerd Koopman has had with UNESCO there emerged a need for best practices/guidelines that can be useful to libraries worldwide. We have been in contact with Ian Johnson from the University of Aberdeen who is working with UNESCO on guidelines for digital reference for distance learners. Our broader approach will build on their work and provide opportunities for collaboration on the development of IFLA/ UNESCO guidelines. UNESCO has also expressed interest in testing the guidelines we create in two advanced developing countries. The development of the IFLA Guidelines and their possible adoption by UNESCO will provide a very tangible and important result for this project.

In addition to publication of the guidelines, the Reference Work Section will post the guidelines via IFLANET and relevant worldwide library discussion lists, plan a workshop discussing the guidelines, and possibly develop a poster session related to these best practices.

2003 Committee Appointees

Annsophie Oscarsson
Umea University, Sweden

Martin Kesselman
Rutgers, The State University of
New Jersey, United States

Catherine Wojewodzki
University of Delaware
United States

Josje Calff
Koninklijke Bibliotheek,
Netherlands

Andrea Delumeau
Issy les Moulineaux France

Anne Grodzins Lipow
Library Solutions, United States

Diane Nester Kresh
Library of Congress, United States

Bodil Wöhnert
Central Library i Esbjerg, Denmark

Gunilla M. Hakli
University of Helsinki, Finland

Valentina Comba
Bologna, Italy

Amanda Duffy
Westminster Libraries
United Kingdom

Petra van den Born
UNESCO Library, France

Jieyin Feng
Shanghai Library, China

Uwe Schwersky
Staatsbibliothek,
Germany

Birgitta Fogelvik
The Royal Library, Sweden

Francis T. Kirkwood
Library of Parliament, Canada

Beth Fisher
Virginia Tech University
United States

Concha Lois Cabello
Biblioteca Nacional, Spain

Raymond-Josué Seckel
Bibliothèque Nationale de France

Franceen Gaudet
National Library of Canada,
Canada

Suzanne D. Gyeszly
Texas A&M University
United States

Serial Publications & Reference Work Workshop **Electronic journals: how they are changing our lives?** Thursday August 13:30-17:30

This workshop will examine the impact of electronic journals on a number of library activities

- Selection of titles for a library
- How e-journals are packaged and distributed
- Licensing and rights management
- Workflow in acquisitions and cataloging
- Reference and public services work

Panel

Adolfo Rodriguez (Universidad Nacional Autonoma de Mexico, Mexico City, Mexico)

Purification Garcia Delgado (Universidad Politecnica de Valencia, Valencia, Spain)

Andreas M. Heise (Staatsbibliothek zu Berlin, Berlin, Germany)

Evelinde Hutzler (Universitätsbibliothek Regensburg, Regensburg, Germany)

Dan Lester and Peggy Cooper (Boise State University, Boise, USA)
Hildegard Schaeffler (Bayerische Staatsbibliothek, München, Germany)

Draft of Digital Reference Service Guidelines Summary

At the 2002 annual IFLA meeting in Glasgow last August, the IFLA Reference Work Standing Committee initiated a project to develop digital reference best practices for the international community. Diane Kresh, the Director of Public Service Collections at the Library of Congress was asked to chair this subgroup.

Preliminary research conducted by Vera Fullerton of George Washington University (Washington, DC) [<http://www.ifla.org/VII/s36/pubs/drsp.htm>], a member of the Reference Work Standing Committee, has shown that attempts have been made to establish digital reference best practices, but that no one has yet produced a universally applicable document reflecting the diversity of libraries and librarians worldwide. As more and more institutions bring their collections and expertise to the web, and as new technologies provide new opportunities for collaboration, the need for universal standards of practice is increasingly clear.

The subgroup's goal is to create a document that will serve as both a "how to" manual for administrators hoping to establish digital reference services, and a guide for practitioners to consult as they transfer their skills to an unfamiliar environment. It will provide information on how to build, administer and evaluate a digital reference project, as well as basic recommendations for reference practice, intended to facilitate cooperation between institutions throughout the world.

Subgroup members are currently reviewing the existing literature, as well as a draft of a best practices document written by reference specialists at the Library of Congress. They plan to complete a draft of their own document by early Summer 2003, when they will submit it for review by the full committee.

Reference Work Section Annual Report 2001-2002

by Annsofie Oscarsson,
Head of Reference, Umeå University
Library, Sweden

In March 2001 the Reference Work Discussion Group became the Reference Work Section and by its establishment is the sixth section of Division V. The first Standing Committee meeting was held at the Boston conference and at that time there were 8 provisional committee members. Its convenor, Ms Annsofie Oscarsson, was elected as Interim Chair of the section. Mr. Martin Kesselman was elected as Secretary/Treasurer and Ms Catherine Wojewodzki as Information Officer. Another ten persons and one corresponding member were nominated and approved as provisional members in August 2001 and March 2002.

Scope and Action Plan

The Reference Work Section will address all aspects of reference work, in all types of libraries, in all regions of the world. Current interests encompass the new electronic environment and the resulting changes in reference work, the future role of reference work, and the quality of reference services. Investigation, discussion, and programming will focus on:

- User-centered reference services
- Organization and staffing of reference services
- Ethics and the provision of high quality service
- The impact of the digital environment on reference services
- Reference collections in a digital world
- Continuing education of reference librarians

- Marketing/Visibility of library reference services
- Providing a forum for information on the nature of reference work in different parts of the world

During 2002, the SC has planned and carried out the following activities.

Open Session Glasgow (more than 300 attendants)

Globalisation in Reference Services.

Speakers Diane Kresh, Franceen Gaudet and Nicholas Savard, Carolyn McSwiney, Ruth Kondrup, Mody Sow, and Jolanta Wrobel discussed virtual reference in Canada, the importance of knowing who our clients are, using online union catalogues and national bibliographies for reference work, reference libraries in Dakar, and the role of reference librarians in a new democracy.

Workshop Glasgow (60 attendants, which was the maximum)

How to start a Virtual Reference Service in your Library.

Anne G. Lipow organized this popular program to help librarians plan for virtual reference services.

Project

A “small project” on Digital Reference Guidelines has been carried out, by Vera Fullerton. The following report was published: *IFLA Digital Reference Standards Project*, Vera Fullerton (vfullert@gwu.edu), August 2002

Other Publications

Newsletter: [Summer 2002, Volume 1, Issue 1](#)

The Section’s Information Brochure was published in English, German, French and Spanish.

<http://www.ifla.org/VII/s36/rw.htm>

**Thursday 7 August
9:00-12:00**

Reference Work Workshop *Hot issues in reference: mini-discussions on reference topics of global interest*

Discussion leaders will introduce a topic lead a small-group discussion for 30 to 40 minutes. Several mini-discussions will take place at the same time so that attendees can attend 2 or 3 discussions of interest during the time available.

The IFLA Reference Work Section is a forum for the discussion of all aspects of reference work in all types of libraries in all regions of the world.

For more information about the section, please see our web page at

<http://www.ifla.org/VII/s36/rw.htm>

This web site gives the section

[Scope](#)

[Strategic Plan](#)

[Publications](#)

[Newsletter](#)

[Section Leaflet](#)

[Annual Report](#)

[Conferences](#)

[Minutes of Meetings](#)

[Four-year perspective](#)

[Useful Addresses](#)

The section leaflet is now available in English, French, German, and Spanish.

These may be read online at <http://www.ifla.org/VII/s36/rw.htm#1>

Schedule for Berlin 2003

Saturday 2 August

8:30 – 11:20

Standing Committee on Reference Work Meeting I

Tuesday 5 August

16:00 – 18:00

Reprofessionalisation of Reference Work: Interaction in the Physical and the Virtual Library

Thursday 7 August

08:30-12:30 Reference Work (workshop)

Hot issues in reference: mini-discussions on reference topics of global interest

Thursday 7 August

13:30-17:30

Serial Publications & Reference Work Workshop

Management of Electronic Journals: the Decision Making Process

How E-Journals are Packaged, Licensing and Rights, Cataloguing and Access

Friday 8 August

10:15 – 12:15

Standing Committee on Reference Work Meeting II



Workshop attendees in Glasgow: Arthur Brady (LSSI/Tutor.com), Josje Calff (National Library of the Netherlands), Linda White and Diane Kresh (Library of Congress), Anne Lipow (Library Solutions), Christine Gläser (University of Oldenburg), Annsophie Oscarsson, Umea University Library.

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ADDRESS CORRECTION REQUESTED

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